

# Sanjana Chitteni

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## PROFESSIONAL SUMMARY

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- Above 4.5+years of experience as DevOps Engineer/ SRE with expertise in design and implementation of DevOps and Cloud technologies involving cloud computing platforms like **Amazon Web Services (AWS)**, and **Azure**.
- Experience in Client/Server, GUI, and Web-based applications including **automating, deploying, and releasing** code in **SDLC, Agile, and Waterfall** environments.
- Proficient in **Chef, Ansible, Docker, Kubernetes, AWS, Azure, Monitoring** tools (Nagios, Splunk, CloudWatch, ELK Stack, Dynatrace, Prometheus, OpenTelemetry and App Dynamics)
- Expertise in building and automating CI/CD pipelines using tools (Jenkins/AWS DevOps). Proficient with source code management systems (**GIT**).
- Skilled in **Jenkins, Ant, Maven, Cloudbees** and **scripting** (Python, Shell, PowerShell) and utilizing **Jira, Jenkins, and GitHub** for real-time issue tracking.
- Experience in **project management** activities like Requirement gathering and project estimation.
- Experience with **Oracle, SQL server, PL/SQL, MongoDB, and PostgreSQL** under **Unix, Linux, and Windows**, in production support and development environments.
- Experienced with **containerization** tools such as **Docker** and container orchestration platforms like **Kubernetes** for deploying and managing **microservices** and **serverless** workloads.
- Proficient in using **ArgoCD** for **GitOps**-based application deployments and managing Kubernetes clusters. Familiarity with NoSQL technologies such as MongoDB, Redis.
- Had a strong exposure using ansible automation in replacing the different components of Openshift like **ECTD, MASTER, APP, INFRA, Gluster**.
- Experience in planning and executing the migration of traditional **on-premises** architectures to public cloud environments, contributing to cost-efficiency and scalability.
- Experienced in leveraging **Nagios, Prometheus, OpenTelemetry, PromQL, and Grafana** to collect, analyze, and visualize infrastructure metrics.
- Expertise in **AWS platform** and dimensions of scalability including S3, EBS, SNS, RDS, Route 53, Cloud Watch, Cloud Trail, Cloud Formation, Elastic Beanstalk, etc.

## TECHNICAL SKILLS

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- **SDLC Methodologies:** Agile, Waterfall
- **Containers and Orchestration Tools:** Docker, Kubernetes, AWS ECS, Docker Swarm
- **AWS Services:** EC2, IAM, Elastic Beanstalk, Elastic Load Balancer, RDS, S3, CloudFront, Glacier, SQS, SNS, Cloud Formation, Route53, Dynamo DB, Athena, Kinesis, VPC, Direct Connect, Storage Gateway.
- **Scripting Languages:** Python, PowerShell, Perl, Shell/Bash Scripting
- **Web/App Servers:** Nginx, Web Logic, Apache Tomcat, JBoss, Jetty
- **CI-CD/Version Control/Other Tools:** Ant, Maven, Gradle, Jenkins, Git, GitHub, Jira, Junit, ServiceNow
- **Database & Operating Systems:** MS SQL Server, Oracle, MongoDB, MySQL, Unix/Linux, Windows
- **Systems Management:** AWS, Azure, VMware, SCCM, Active Directory, ITIL
- **Automation Tools/Configuration Management:** Chef, Puppet, Docker, Vagrant, Ansible, Jenkins, Terraform, TypeScript, Kubernetes
- **Monitoring Tools:** Nagios, Splunk, Kibana, Newrelic, Dynatrace, Prometheus, OpenTelemetry, PromQL, Datadog, CloudWatch, Grafana

## WORK EXPERIENCE

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### Site Reliability Engineer | AT&T | Dallas, Texas, United States

*May 2023 – Present*

- Created highly available infrastructure in AWS cloud by using various AWS services like EKS, VPC, Route53, Security groups, Lambda, ECR, Cloudwatch and auto scaling.
- Improved Application Reliability and Performance utilizing Dynatrace APM tools including Workflows, Notebooks, Dashboards, DQL queries and Automation
- Developing and maintaining automation tools and dashboards to streamline monitoring and reporting for the continuous improvement.
- Actively monitoring and analyzing system metrics using tools such as AppDynamics and Splunk to identify systems metrics to identify potential issues, utilizing data-driven insights to improve Service Level Objectives (SLOs) for critical services.
- Actively working on incident management to resolve service disruptions efficiently and contribute to capacity planning and optimization efforts.
- Developed dashboards and alerts in Grafana and Splunk for comprehensive observability, monitoring, and alerting across both production and non-production environments.
- Managing the **Openshift cluster** that includes scaling up and down the **AWS app nodes**.
- Utilized Helm charts as IaC to setup, deploy and update instances of Grafana, Prometheus, Docker containers and Kubernetes clusters.
- Implemented a production ready, load balanced, highly available, fault tolerant, auto scaling AWS
- Installed Opentelemetry collector and Grafana using Helm to monitor the application performance in the Kubernetes cluster.
- Proficient in leveraging **Prometheus/OpenTelemetry monitoring tools** to conduct proactive health checks of applications, swiftly identifying, and resolving issues for seamless operational performance.

- Participated in **on-call rotations**, serving as a primary point of contact for promptly addressing critical incidents within complex production systems.
- Performed monitoring assessment on system applications and provided recommendations on addressing gaps and managing critical incidents.

#### DevOps Engineer | Standard Chartered | Bangalore, India

September 2020 – July 2022

- Extensive experience in the areas of Build/Release/Deployment/Operations, with in depth knowledge of principles and best practices of **SCM in Agile, Scrum methodologies**.
- Experience with **RESTful APIs** and web services, facilitating seamless integration and communication between distributed systems and serverless functions.
- Used **Groovy scripts** to build and run Jenkins pipelines that automate the build, test, and deployment processes, making sure that software is delivered quickly and reliably.
- Orchestrated **CI/CD pipelines**, reducing deployment time by 40% using Jenkins and Docker for seamless frontend-backend integration, concurrently overseeing AWS cloud infrastructure management.
- Optimized server costs by 25% through auto-scaling, managing a Kubernetes cluster for efficient website scaling and load management.
- Hands-on Experience with **AWS Lambda** service to run codes in response to events and automatically manage resources and replication of on-premises data using **AWS Database Migration service** and integrating the **DBS** with **cloud watch** and **cloud Trail**.
- Implemented a serverless architecture using **API Gateway, Lambda**, and **DynamoDB** and deployed AWS Lambda code from Amazon S3 buckets.
- Written **Ansible** playbooks using **modules** such as yum, copy, file, GIT, ping, service, template, debug, synchronize, user to automatic day to day administrative and schedule system patching activities.
- Automated **AWS Auto Scaling Groups** (Scale Up &Scale Down) instances using **AWS Lambda** and **Python**, resulting in a yearly cost savings of **\$50K-\$60K**.
- Automated and implemented a nightly shutdown routine for **AWS RDS** services in Development (Dev) and Stage accounts using **Amazon EventBridge** and, resulting in monthly cost saving of **\$600 USD**
- Extensively worked with Scheduling, deploying, managing container replicas onto a node using **Kubernetes** and experienced in creating Kubernetes clusters work with **Helm charts** running on the same cluster resources.
- Designed and developed **AWS Cloud Formation templates** to **create custom VPC, Subnets, NAT** to ensure deployment of web applications.
- Familiarity with Backup/Restore, Disaster Recovery, DevOps, and system automation, adding value to infrastructure management and maintenance.
- Provided **support** for production issues in investigating and resolving the issues.

#### Systems Engineer | Macro Software Solutions LTD | India

January 2019 – August 2020

- Installed and administered **Windows and Linux servers (CentOS, Ubuntu, Red Hat)**, proficient in troubleshooting booting issues, maintaining boot records, and recovering root passwords.
- Managed user accounts and groups, automated **administration tasks** using shell scripting (ksh, bash), and enforced security settings for enhanced system integrity.
- Developed multiple shell scripts (KSH, Bash, AWK) for **system monitoring**, regular and periodic jobs and for sysadmin jobs. Involved in troubleshooting Networking issues in Linux Operating systems for poor routing, network congestion, NIC duplex and speed incompatibilities using ethtool, ifconfig, tcpdump, netstat, ping, telnet etc.
- Resolved critical issues in Unix/Red Hat Linux environments, ensuring minimal disruption to customer operations and meeting deadlines.
- Demonstrated expertise in cloud platforms like AWS and Azure, adept at deploying and managing cloud-based infrastructure to scale efficiently.
- Spearheaded the design and deployment of scalable and resilient server architectures, optimizing performance and reliability.
- Monitoring system logs, alerts, and utilizing **troubleshooting skills** to address issues related to system performance, networking, and security, ensuring overall system stability and performance.
- Implemented **centralized monitoring** and logging solutions to proactively manage system health and troubleshoot issues promptly.
- Assisted in the development of **ITIL** practices leading to an overall increase in team efficiency by 20%.
- Ensured **system security** and **compliance** with industry standards, employing robust security measures and conducting regular audits.
- Led cross-functional teams in planning and executing infrastructure projects, fostering collaboration and achieving project objectives efficiently.

#### CERTIFICATIONS

Microsoft Certified: Azure Developer Associate  
AWS Certified Solutions Architect – Associate  
AWS Certified Cloud Practitioner

#### EDUCATION

##### Masters in computer science

Texas Tech University, Lubbock Texas (CGPA: 3.66)

August 2022 - May 2024

##### Bachelor of Engineering in Electronics and Communication Engineering

College of Engineering Guindy (CEG), Chennai, Tamil Nadu, India (CGPA: 3.71)

August 2016 - April 2020